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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/823,770	03/31/2001	Anil K. Annadata	M-11405 US	6431

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EXAMINER

NGUYEN, QUYNH H

ART UNIT PAPER NUMBER

2642

DATE MAILED: 02/02/2004

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Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary

Application No.

09/823,770

Applicant(s)

ANNADATA ET AL.

Examiner

Quynh H Nguyen

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
- Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on Remarks filed 11/4/03.
- 2a) ☐ This action is FINAL. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-32 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-32 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 04 November 2003 is/are: a) ☒ accepted or b) ☐ objected to by the Examiner.
- Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
- Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. §§ 119 and 120

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
- ☐ Certified copies of the priority documents have been received.
 - ☐ Certified copies of the priority documents have been received in Application No. _____.
 - ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
- * See the attached detailed Office action for a list of the certified copies not received.
- 13) ☐ Acknowledgment is made of a claim for domestic priority under 35 U.S.C. § 119(e) (to a provisional application) since a specific reference was included in the first sentence of the specification or in an Application Data Sheet. 37 CFR 1.78.
- a) ☐ The translation of the foreign language provisional application has been received.
- 14) ☐ Acknowledgment is made of a claim for domestic priority under 35 U.S.C. §§ 120 and/or 121 since a specific reference was included in the first sentence of the specification or in an Application Data Sheet. 37 CFR 1.78.

Attachment(s)

- 1) ☒ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☐ Information Disclosure Statement(s) (PTO-1449) Paper No(s) _____.
- 4) ☐ Interview Summary (PTO-413) Paper No(s). _____.
- 5) ☐ Notice of Informal Patent Application (PTO-152)
- 6) ☐ Other: _____.

DETAILED ACTION

1. The text of those sections of Title 35, U.S. Code not included in this action can be found in a prior Office action.

Claim Rejections - 35 USC § 102

2. Claims 1-3, 11-15, and 23-25 are rejected under 35 U.S.C. 102(b) as being anticipated by Zenner (U.S. Patent 5,894,512).

Regarding claims 1, 13, and 23, Zenner et al. teach in background of the invention (col. 1, lines 29-33) that forming a list of agent data ("divide its agents into at least two groups"), where the agent data includes information related to types of communication media an agent can access ("one handling voice calls and the other handling video calls"). However, Zenner et al. stated that this arrangement can be wasteful of human resources and facilities in a call center and providing an improved apparatus and method that are capable of routing both voice and video calls to the agents in a single group.

Regarding claims 2, 14, and 24, Zenner et al. teach the data includes information related to the agent's skills (col. 4, lines 57-67 - "select the best group of agents to handle the inbound call...").

Regarding claims 3, 15, and 25, Zenner et al. teach a database structure (database 138) maintaining a list of media route (col. 4, lines 57-60).

Claims 11 and 12 are rejected are rejected for the same reasons as discussed above with respect to claim 1. Furthermore, Zenner et al. teach carrier medium such as

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CTI interface server 142, routing server 144, video application 156, client applications 158, etc. that contain computer instructions to implement the method of these claims.

3. Claims 4-7, 9, 10, 16-19, 21, 22, 26-29, 31, and 32 are rejected under 35 U.S.C. 103(a) as being unpatentable over Zenner (U.S. Patent 5,894,512) in view of Ginsberg (U.S. Patent 6,064,730).

Regarding claims 4-6, 16-18, and 26-28, the claimed invention recites the language **"at least one of..."** and therefore only is needed to be addressed. For example, compiling statistic of the media routes including at least one of: waiting time during a period, handling time during a period, number of abandon requests, longest waiting time, percentage of available agents..., the statistic of the media routes may only have waiting time during a period and not others. Furthermore, Zenner et al. do not teach compiling statistics for the media routes and a communication channel including waiting time.

Ginsberg teaches compiling statistical information such as waiting time, number of work items ("how long the agent's queue is"), and time spent handling a work item ("how fast the agent's queue is moving, etc.") (col. 2, lines 44-65).

It would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the feature of compiling statistical information such as waiting time, number of work items, and time spent handling a work item, as taught by Ginsberg, in Shtivelman's system in order to have a better system that compiling other relevant statistical information and providing customer with a visual presentation

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of relevant statistical information such as waiting time, how long an agent's queue is, and how fast the agent's queue is moving.

Regarding claims 7, 19, and 29, Ginsberg teaches an interactive system providing customer with a visual presentation of relevant statistical information such as waiting time, how long an agent's queue is, and how fast the agent's queue is moving. In order to perform such the described function, for example, display statistical information in the interactive system, it would have been necessary to compile a journal for the mentioned above items.

Regarding claims 9, 10, 21, 22, 31, and 32, Zenner et al. do not teach setting a maximum number of queued items for the media routes and a time for escalating a work item. It would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the mentioned above feature into Zenner's system in order to better manage the call center.

4. Claims 8, 20, and 30 are rejected under 35 U.S.C. 103(a) as being unpatentable over Zenner (U.S. Patent 5,894,512) in view of Shtivelman et al. (U.S. Patent 6,263,066).

Regarding claims 8, 20, and 30 Zenner et al. do not teach assigning a priority value to the media routes.

Shtivelman et al. teach assigning a priority value to the media routes (Abstract).

It would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the feature of assigning a priority value to the media

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routes, as taught by Shtivelman, in Zenner's system in order to systematically routing calls according to priority.

Response to Arguments

5. Applicant's arguments with respect to claims 1-32 have been considered but are moot in view of new ground(s) of rejection.


6. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Quynh H. Nguyen whose telephone number is 703-305-5451. The examiner can normally be reached on Monday - Thursday from 6:30 A.M. to 5:00 P.M.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ahmad Matar, can be reached on (703) 305-4731. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the receptionist whose telephone number is 703-305-4700.

qhn

Quynh H. Nguyen
January 22, 2004


AHMAD F. MATAR
SUPERVISORY PATENT EXAMINER
TECHNOLOGY CENTER 2700